Atrium Patio Door
Field Service Manual

December 2005

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Caution: Panels, glass, etc can be quite heavy. Always lift appropriately. Follow manufacturers instructions for safe use of hand and power tools.

Verify that all replacement parts match the original parts in color, size, etc, before beginning any work.

woodgrain millwork

WOODGRAIN MILLWORK, INC.
SERVICES AGREEMENT / GENERAL TERMS AND CONDITIONS

THIS SERVICES AGREEMENT (this "Agreement") is made and entered into by and between **WOODGRAIN MILLWORK, INC.**, an Oregon corporation ("Woodgrain"), and the repair and service technician identified below ("Contractor"). The purpose of this Agreement is to provide the terms and conditions under which Contractor will provide repair services on Woodgrain's installed windows and doors.

1. **CONTRACT DOCUMENTS.** The Contract Documents consist of this Agreement (General Terms and Conditions), one or more Work Orders which may be issued from time to time to Contractor by Woodgrain, Exhibit "A" (Schedule for Labor Rates) attached hereto, and any other documents referred to in this Agreement, and in any modifications and change orders issued after execution of this Agreement. The Contract Documents represent the entire and integrated agreement between the parties and supersede prior negotiations, representations or agreements, whether written or oral. If anything in the other Contract Documents is inconsistent with this Agreement, the specific provisions of this Agreement shall govern and control.

2. **SCOPE OF WORK.** Contractor shall provide the repair services described in the Contract Documents. Contractor will perform such services for the hourly rate(s) for travel, and on-site labor, and will receive a mileage rate, all as set forth on Exhibit "A" hereto. Any additional charges not specifically set forth on Exhibit "A", for boarding, materials, and other items, must be pre-approved in writing by an authorized Woodgrain representative. Under no circumstances will Woodgrain pay for meals for Contractor and/or its employees (if any).

3. **SERVICES.**

3.1 Woodgrain shall, at its sole cost and expense, provide Contractor with replacement parts for windows and/or doors at such time as Woodgrain issues a Work Order to Contractor. Prior to the performance of any repair services on-site at a customer's location, Contractor shall check the accuracy and condition of the replacement parts received from Woodgrain. Contractor shall not schedule an on-site service with the customer without first inspecting the replacement parts. Contractor agrees that it will not be paid for the cost of any unsuccessful on-site service trips resulting from Contractor's failure to pre-inspect the replacement parts.

3.2 Contractor agrees to schedule an on-site service visit with the customer within 24 hours following inspection of the replacement parts. Any costs incurred by Woodgrain resulting from Contractor's failure to contact the customer within such 24-hour period will be borne solely by Contractor.

3.3 Upon completion of the services, Contractor shall use its best efforts to obtain a *release and* acceptance agreement from the customer in form provided by Woodgrain.

3.4 Contractor shall provide Woodgrain with a weekly update as to the status of all open service claims that have been assigned to Contractor through Work Orders issued by Woodgrain.

4. **PAYMENT.** Contractor shall provide Woodgrain with an itemized invoice for the services within one week of completion of the services. Contractor shall not be entitled to any progress payments. Payment will be due upon completion of the services and satisfaction of all of Contractor's obligations under the Contract Documents, including correction of any defective or nonconforming repair services. Payment shall be due within 30 days of receipt of Contractor's itemized invoice for completed services.

5. **STANDARDS.** Contractor agrees to perform all repair services to Woodgrain's reasonable standards; to furnish at all times an adequate supply of equipment to perform the services; to perform the services in the best way and most expeditious and economical manner consistent with the interests of Woodgrain. Contractor represents and warrants to Woodgrain that it has sufficient technical expertise to perform the repair services required under the Contract Documents.

6. **GOVERNMENTAL APPROVALS.** Contractor has obtained or will obtain, at Contractor's sole cost and expense, all necessary permits and approvals from all appropriate governmental agencies or authorities for the performance of the services. Contractor shall perform the services in such a manner that no law, ordinance, rule or regulation of any governmental agency will be violated.

7. **INSURANCE.** Contractor shall maintain the following insurance coverages during the term of the Contract Documents and shall name Woodgrain as an additional insured: General Liability insurance, with a limit of liability of not less than $1 million per occurrence; Auto Liability insurance with combined single limit of not less than $1 million; and Workers' Compensation Insurance with statutory limits for work-related accidents and a minimum of $500,000 Employer's Liability coverage. All insurance provided by Contractor shall be primary and noncontributory as to insurance of the additional insureds. Coverage shall be on an occurrence basis, with the products and completed operations coverage to be maintained for no less than three years after substantial completion. No less frequently than annually or with such greater frequency as Woodgrain may reasonably request or as may be dictated by

circumstances, including upon any change in any required insurance carried by Contractor, Contractor will furnish Woodgrain with certificates of insurance showing such coverages and naming Woodgrain as an additional insured and evidence of payment of all required premiums. Each certificate must have a minimum 30-day written cancellation notice clause in favor of Woodgrain and be in form reasonably acceptable to to Woodgrain.

8. **INDEMNITY.** Contractor will on demand indemnify and hold harmless Woodgrain and its affiliates and representatives from all "losses" (as defined below) that any of them may incur arising out of the services provided by Contractor under the Contract Documents, or Contractor's failure to comply with any provisions of the Contract Documents. For this purposes, "losses" shall mean any damages, losses, deficiencies, actions, suits, fines, penalties, proceedings, judgments, costs or expenses, including reasonable attorneys' fees. Contractor's indemnity obligations shall survive termination of this Agreement.

9. **CHANGE ORDERS.** Changes in the services required under any Work order are within the general scope of this Agreement and may be accomplished by Change Order without invalidating this Agreement. A Change Order is a written agreement issued after execution of this Agreement and the issuance of a Work Order by Woodgrain, and signed by Woodgrain and Contractor, stating their agreement upon a change and adjustment in the Work Order and/or in the rates set forth in Exhibit "A".

10. **RESTRICTION ON TRANSFER.** This Agreement and the other Contract Documents are personal to Contractor. Contractor shall not sub-contract, delegate, assign or otherwise transfer any interest in or obligations under this Agreement without the prior written consent of Woodgrain, which may be withheld in Woodgrain's sole discretion.

11. **RELATIONSHIP OF PARTIES.** Woodgrain and Contractor agree that Contractor is an independent contractor, and under no circumstance shall the Contract Documents or the relationship between the parties be construed as creating a joint venture, partnership, agency or an employer-employee relationship.

12. **TERM.** This Agreement will commence on the date hereof. The arrangements contemplated by the Contract Documents shall be terminable by mutual agreement of the parties and may be terminated unilaterally by either of the parties, with or without cause, and for any reason or no reason, by 30 days' advance written notice of termination to the other. Any such termination shall be effective on the date 30 days after the effective date of such notice under Section 13 or any later effective date specified in such notice. Upon termination, Contractor shall be entitled to payment for all completed services prior to the effective date of termination.

13. **NOTICES.** Notices under this Agreement shall be in writing, effective when delivered, or if mailed, effective on the third day after mailed postage prepaid to the address for the party stated in this Agreement, or to such other address as either party may specify by notice to the other.

14. **ATTORNEYS' FEES.** In the event suit or action is instituted to interpret or enforce the terms of the Contract Documents, the prevailing party shall be entitled to recover from the other party such sum as the court may adjudge reasonable as attorneys' fees at trial, upon appeal and on any petition for review, in addition to all such sums provided by law.

15. **CONFIDENTIALITY.** Contractor agrees not to disclose any information regarding past claims or known product problems affecting Woodgrain or its business to any customer. The confidentiality obligations of this Section 15 shall survive termination of this Agreement.

16. **APPLICABLE LAW.** This Agreement shall be governed and controlled by the laws of the State of Idaho, without regard to its conflicts of laws principles.

17. **EXECUTION.** This Agreement and the other Contract Documents may be executed in one or more counterparts, each of which shall be deemed an original and all of which together shall constitute one and the same instrument. Any counterpart may be delivered by facsimile transmission.

WOODGRAIN MILLWORK, INC.

By: _____
Title: _____

Address for Notice:

_____
_____

_____
Print or Type Name of Contractor

_____
Signature

_____
Title (if applicable)

Address for Notice:

_____
_____

Boise-166066.1 0010897-00001

EXHIBIT "A"

SCHEDULE FOR LABOR RATES

1. Labor Rates:

The hourly labor rate(s) charged by Contractor to Woodgrain shall be as follows:

Hourly travel rate: $_____

Hourly on-site rate (technician): $_____

Hourly on-site rate (technician's helper): $_____

2. Mileage Rate: $_____ per mile

3. Additional Charges / Provisions:

Contact Information:

Billing Address:_____
_____

City:_____State_____Zip_____

Shipping Address:_____
_____

City:_____State_____Zip_____

Business Phone (___)_____ Mobile Phone (___)_____

RELEASE AGREEMENT

This Release Agreement ("Agreement") is entered into between _____ ("Complainants") and Woodgrain Millwork Inc., ("Woodgrain Millwork") on the date specified below.

RECITALS

WHEREAS, Complainant's have a complaint against Woodgrain Millwork of 1001 Ed Rutherford Rd, Greenville, Texas 75401. concerning Patio Doors purchased by the Complainants.

WHEREAS, Complainants were seeking repairs of alleged warranty defects in the Patio Doors purchased by the Complainants'.

WHEREAS, in order to avoid the expense, inconvenience, uncertainty and distraction of litigation, Complainants have agreed to accept the completed field repairs and further have agreed to withdraw their complaint in order to resolve all claims between the parties that were or that could have been raised, and to release fully, finally and completely all such claims:

NOW, THEREFORE, for and in consideration of the mutual covenants, releases and conditions contained herein, the receipt and sufficiency of which hereby is acknowledged. Complainants and Woodgrain Millwork hereby agree as follows:

1. Complainants completely RELEASE, ACQUIT AND FOREVER DISCHARGE Woodgrain Millwork, and its divisions, subsidiaries, parent corporations, in interest and assigns ("Released Parties") from any and all claims, demands, obligations, actions, causes of action, rights, damages or expenses of any nature whatsoever, which are the subject of the above-referenced matter, including without limitation, all known claims for property damage, manufacturing defects, replacement costs, warranty claims, or other expenses of any kind relating to any product manufactured or supplied by the Released Parties.
2. Upon execution of this agreement, Complainants agree that the issues concerning patio doors purchased by Complainants' are withdrawn and this matter has been settled.
3. Complainants understand and agree that the completed field service work is the sole consideration for this Agreement, that the consideration stated herein is contractual and not mere recital, and that all agreements and understandings of the parties are embodied and expressed in the Release, and that no representation of any kind was made to Complainants with respect to this settlement by Woodgrain Millwork, Woodgrain Millwork's counsel, or anyone acting on behalf of Woodgrain Millwork further acknowledge that they are executing this Agreement of their own free will and with complete understanding of the legal consequences of same.
4. This Agreement shall be construed and interpreted in accordance with the laws of the State of Texas.
5. Complainants acknowledge that this Agreement constitutes the entire agreement between Complainants and the Released Parties and shall be binding upon and inure to the benefit of the executors, administrators, personal representatives, heirs, successors and assigns of each. Complainants further acknowledge that this Agreement may not be altered or amended without written consent from all parties.
6. It is understood and agreed that this Agreement may be executed in a number of identical counterparts, each of which shall be deemed original for all purposes.

WE HAVE READ THIS SETTLEMENT AGREEMENT CAREFULLY AND FULLY UNDERSTAND ALL TERMS SET FORTH THEREIN AND AGREE TO ABIDE BY SAME.

SIGNED this _____ day of _____, 20__

Complainants' Signature _____

woodgrain millwork

5700 Enterprise Drive
Greenville, Texas 75401
Phone: (800) 935-2000
Fax: (214) 637-6724

Woodgrain Ticket#_____

Atrium Patio Door Field Inspection Form

In Store Inspections use Pg. 1 All Field Inspections Use Pgs.1& 2

Inspection Date:	Inspected By:		Company:	Phone:
Dealer/ Store #	City/State		Contact:	Phone:
Date of Purchase:	Date of Installation:		Installer/ Contact:	Phone:
Number of Units Involved:	Spacer/Glass Code/Hinge Prep Code:		Finishing date:	Original PO#
Customer:	Street Address:			Phone Day:
City:	ST	Zip Code	Pictures?	Phone Night:

PRODUCT - CHECK APPROPRIATE BOXES ***SPECIFICATIONS***

ATRIUM DOOR	☐2 PNL CS ☐ 2 PNL JH ☐ 3 PNL ES ☐ Other Specify_____ Handing:_____	Unit Height: ☐6'8" ☐ 6'11" ☐8'0"	Unit Width:
FRENCH CLASSIC	☐ 2 PNL ☐ 4 PNL ☐ Other Specify_____ Handing:_____	Grille/ACL	☐1-Lt ☐ACL ☐WD Grille ☐Flat Int ☐ Cont int
PRO DOOR	☐1 PNL ☐ 2 PNL CS ☐ 2PNL JH ☐ 3 PNL ES ☐ Other: Specify_____ ☐ CLAD Handing:_____	Glazing	☐Clear ☐Low E ☐GY ☐BZ ☐OB ☐ Lo E Plus
PRO FRENCH	☐1 PNL ☐2 PNL ☐ 3 PNL ES Other Specify_____ ☐ CLAD Handing:_____	Hardware	☐PB ☐AB ☐BC ☐PW ☐ WH ☐Color
PRO SLIDER	☐ FXD ☐ CLAD Other Specify:_____ Handing:_____	Exterior Color	☐WH ☐ST ☐ ET ☐ GR ☐BZ ☐UNFINISHED
TRANSOM	☐RECT ☐HALF ROUND ☐ELLIPTICAL ☐CLAD ☐ Factory Mulled ☐ Field Mulled	Lite Pattern	☐ Colonial ☐ Prairie ☐ Plaza
		Number of lites	
GENERAL PROBLEMS: ☐SEAL FAILURE ☐WARPING ☐HARDWARE ☐LEAKS ☐INSTALLATION			

DESCRIPTION OF PROBLEM:

Draw Diagram of customers unit showing reported problem

Atrium Patio Door Field Inspection Form

Page 2

Customer Name:_____ Ticket Number_____

Y N	Door Operation
☐☐	Is sill straight?
☐☐	Is unit plumb? *Check all jambs and mull posts*
☐☐	Is unit square?
☐☐	Is lock margin constant 1/8?
☐☐	Is hinge margin constant 1/8?
☐☐	Are jambs/header jamb bowed? ☐ IN? ☐ OUT?
☐☐	If yes, were shims or long screws used to correct the bow?
☐☐	Is measurement from sill to head jamb the same at hinge and lock location? If no. give exact measurement at: LOCK _____ HINGE_____
☐☐	Is head and sill the same length? If no, give exact measurement at: HEAD _____ SILL_____
☐☐	Is hinge stile at fixed panel plumb?
☐☐	Where does operating door hit or bind? ☐lock jamb ☐head jamb ☐hitting at lock ☐panel ☐hinge bind ☐threshold ☐wicking pads ☐astragal ☐weather-strip
☐☐	Does slider lock rail have an even vertical reveal with door jamb?
☐☐	Does slider lock easily?
☐☐	Does the slider panel move when locked?
☐☐	Were shims placed behind hinges and every location where long screws were placed thru the frame into the wall studs?
☐☐	On units where panels were hinged off of the jambs that butt again the wall, were 2-1/2" screws used at 1 screw location of each hinge?
	Air/Water leaks
☐☐	Does water show in the interior, at the bottom of the glass?
☐☐	Are wicking pads installed on swing units?
☐☐	Does air/water come in below the sill because there is no sealant?
☐☐	Does air come in at sliding door interlock?
☐☐	Is swing/sliding (APS) door sweep intact?
☐☐	Are jamb weather-strips in place?
☐☐	Is sliding panel adjusted up?
☐☐	Is sliding door sill interlock neoprene block in place?
☐☐	Is sliding door sill interlock wicking pad in place (Unfinished)?

Y N	Warp
☐☐	Was 60" straight edge or taught string used to determine warp? If no. What was used:_____
☐☐	Does panel bow at ☐TOP? ☐BOTTOM?
☐☐	Is unit plumb? *Check all jambs and mull posts*
☐☐	Are the face of hinges flush w/surface of stile edges?
☐☐	Are the fixed and operating panels flush at hinge stiles?
	Operating Panel width: TOP_____ MDL_____ BTM_____
☐☐	Is exterior (Unfinished) properly painted?
☐☐	Is exterior (Unfinished) properly stained?
☐☐	Is ext. (Unfinished) sealed w/polurethane?
☐☐	Is interior properly painted?
☐☐	Is interior stained?
☐☐	Is interior stain covered w/polurethane?
☐☐	Is exterior paint/stain lapped onto glass?
☐☐	Is interior paint/stain lapped onto glass?
☐☐	Are **TOP** and sides of panels painted/stained?
☐☐	Is ext. perimeter of glass cap beaded?
	Grilles/ACL
☐☐	Are grilles/ACL correct width? ☐Too narrow? ☐Wrg Sz.?
☐☐	Are grilles/ACL correct height? ☐Too short? ☐Wrg Sz.?
☐☐	Do ACL bars line up with internal mill bars?
☐☐	Do ACL bars line up with other panels in unit?
☐☐	Are ACL bars level?
	Seal Failure
☐☐	Is moisture between the insulated glass?
☐☐	Is moisture on interior glass surface?
	Hardware
☐☐	Is lever hard to move?
☐☐	Does lever return to position?
☐☐	Does multipoint mechanism move?
☐☐	Does lock engage head and sill?
☐☐	Does slider lock engage jamb strike?
☐☐	Do latch bolts bind with strikes, if so where:_____
☐☐	Was handleset installed so tight that it effects locks operation?

Parts required to solve situation (Quantity and Specifics)

_____

_____

_____

_____

Name of Representative: _____ **Date:**_____

ATRIUM PATIO DOOR WARRANTY

The Limited Warranty protection provided here under shall extend only to the first retail purchaser and/or original homeowner.

LIMITED WARRANTY

Woodgrain Millwork, warrants, subject to the conditions and restrictions stated below, that its products and components thereof shall be free from defects in materials and workmanship at the time of shipment from our mill in Greenville, Texas for a period of one (1) year from date of purchase, provided the Atrium Door unit was strictly maintained, stored, finished and installed in accordance with Woodgrain Millwork's written instructions that accompany each product.

INSULATED GLASS - 20 YEARS

Woodgrain Millwork warrants the insulated glass in our patio doors shall be free from manufacturing defects for a period of **20 YEARS** from the date of manufacture. Our insulated glass is warranted not to develop, under normal conditions, any material obstruction of vision as a result of manufacturing defects or a premature failure of the edge seal. This limited warranty does not apply to special glazings, and glass not factory installed by Woodgrain Millwork. If any repair or replacement is necessary, such repair or replacement is warranted for the remainder of the applicable warranty period.

EXTERIOR PAINTED ALUMINUM SURFACES - 10 YEARS

Woodgrain Millwork warrants that the paint on the exterior of aluminum clad products will not, under normal atmospheric conditions, peel, check, crack, or flake for a period of 10 **YEARS** from the date of manufacture. The paint performance will vary depending on installation in heavy salt spray environments, elevation, orientation, altitude and other atmospheric conditions. Paint surfaces will weather over time. To prolong the life and appearance of the paint coating, it is recommended that exterior cladding be cleaned any time the exterior glass is cleaned. See your Woodgrain Millwork distributor for a copy of the maintenance and cleaning instructions, or refer to AAMA 610.1-79. If a paint failure should occur, Woodgrain Millwork reserves the right to determine the best method for corrective action.

HARDWARE AND ALL OTHER COMPONENTS - 1 YEAR

Woodgrain Millwork warrants that hardware and other components shall be free from defects, under normal conditions, for a period of **1 YEAR** from the date of manufacture. Woodgrain Millwork will provide replacement parts, free of charge during the warranty period. Since we purchase many of these items from other manufacturers, we cannot guarantee that the exact model or design of hardware will be available in the future, and usually, the then current model will be provided. Any components or product repaired or replaced are warranted for the remainder of the original warranty period.

This Limited Warranty will be voided and of no force and effect by any of the following conditions:

- Improper installation of the door unit
- Installation in a non-vertical or sloped application
- Damage from accident, misuse or abuse
- Alteration or use for a purpose other than that for which it was intended
- Application of any tint, UV limiting, or sun blocking film to the interior or exterior of the glass
- Use of film shades
- Use in or around ships, boats, trailers, campers, swimming pools, saunas or greenhouses
- Installation above 5,000 ft. above sea level, unless high altitude breather tubes have been factory installed
- Failure to properly finish all wood exterior surfaces and all interior surfaces within 30 days of purchase according to Woodgrain Millwork's written finishing instructions that accompany every unit.
- Failure to regularly clean exterior cladding when product is installed in a corrosive environment.
- Exposure to harmful chemicals.
- Field mulling (connecting of units).

EXCLUSIONS

The following items are not warranted:

1. Any labor for repair or replacement of defective parts or glass or any repainting or refinishing
2. Freight; replacement parts will be shipped to the closest distributor at Woodgrain Millwork's expense or to the homeowner at their expense
3. Glass breakage, including stress cracks
4. Brass Hardware finishes
5. Wood texture, color variations and other wood characteristics within Woodgrain Millwork's specifications.
6. Natural warping of wood components unless the "warp" exceeds 1/4", warp includes bow, cup and twist.
7. Normal weathering or wear and tear
8. Swinging doors over 7 ft. tall without factory installed multi-point locking hardware
9. Any special product or item which manufactured according to specifications provided by the customer

10. Any product in a size which is greater than that shown in our catalog; these products are purchased "as is" without warranty
11. Product purchased without factory installed glazing; these products are purchased "as is" without any warranty
12. Problems due to improper maintenance, installation, or application.
13. Any product installed in structures that do not allow for proper drainage such as Exterior Insulation Finish Systems (EIFS).
14. Any consequential, incidental, special or punitive damages.
15. Products manufactured by others.
16. Corrosion, tarnishing or operation of standard hardware in high salt spray environment.
17. Damage caused by or adjustment required as the result of:
    a. Improper handling, installation or maintenance and/or during delivery by others.
    b. Exposure to conditions beyond performance specifications and/or design limitations.
    c. Water infiltration other than as a result of manufacturing defects.
    d. Condensation
    e. Glass damage caused by others (i.e., brickwash, sanding or improper cleaning/washing)
    f. Damage to metal or other surfaces by brickwash, chemicals, or airborne pollutants.
    g. Catastrophic weather or acts of God, including fire, wind or wind-blown objects.

LIMITS OF LIABILITY

This warranty is in lieu of all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose.

No distributor, dealer, employee, salesperson, or representative of Woodgrain Millwork has any authority to modify this warranty in any way.

Woodgrain Millwork is not liable for any consequential, incidental, special or punitive damages, costs of installation of replacements or costs of refinishing of door components or adjacent parts/millwork. Final determination of whether or not a defect exists shall be made by Woodgrain Millwork.

Woodgrain Millwork, at its sole discretion, may repair or replace the defective part or product or refund the original purchase price.

We reserve the right to perform the warranty work or arrange for another party to perform the warranty work.

This warranty is only applicable in the USA and the District of Columbia. This warranty is governed by the State of Texas without regard to choice of law principles.

CLAIMS PROCEDURE

If you have any questions regarding this warranty or have any claim under the provisions of this warranty, please contact Woodgrain Millwork at its Manufacturing facility, listed below. Claims may also be filed on line at *www.atriumpatiodoor.com*. You must notify

Woodgrain Millwork of any defects within a reasonable period, but no later than 30 days after the defect is discovered or should have been discovered.

Woodgrain Millwork

5700 Enterprise Dr

Greenville, TX 75402

800-935-2000

atriumcustomerservice@woodgrain.com

www.atriumpatiodoors.com

Replace Swing Panel

Standard Hinges:

1) Assure new panel matches the size, and handing of the existing panel.
2) Remove existing hardware.
3) Close Door
4) Remove pins from existing hinges starting at the bottom hinge, working your way up the door.

5) Remove panel.
6) Transfer top and bottom hinges from existing panel to the new panel in the same hinge location.
7) Install new panel in frame. Set top and bottom hinge pins.
8) Install center hinges on panel, set hinge pins.
9) Install hardware

Note: In case hinges do not line up, back hinge screws out 1/2 of a turn. The hinges can then be moved slightly. RE TIGHTEN HINGES!!!

Caution: When installing screws do not over tighten!!!

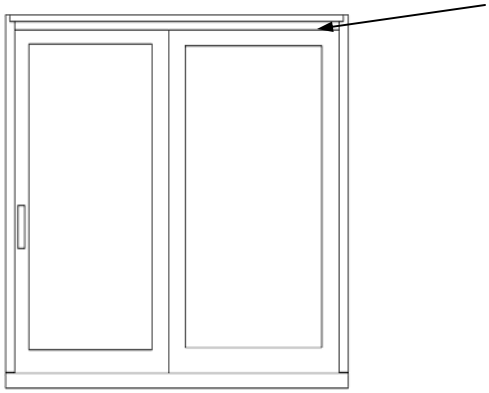
Adjustable Hinge:

1) Assure new panel matches the size, and handing of the existing panel.
2) Remove existing hardware.
3) Support panel with wedge from bottom.
4) Remove hinge screws ON PANEL. Remove screws from the top hinge last.
5) Support new panel on wedge, and align hinges.
6) Install one screw in the center hinge.
7) Install one screw in remaining hinges.
8) Install all remaining screws.
9) Install hardware
10) Adjust hinges

Caution: When installing screws do not over tighten!!!

Replace sliding panel

1) Assure new panel matches the size, and handing of the existing panel.
2) Slide panel open
3) Remove phillips head screws from head stop



4) Slide panel closed
5) Latch panel into strike
6) Remove remaining phillips head screws from head stop
7) Unlatch, tilt panel into room and remove. DO NOT SET PANEL ON ITS BOTTOM RAIL!!!
8) Transfer hardware and any weatherstripping to new panel.
9) Set new panel into opening and latch into the strike
10) Follow steps 2 thru 6 in reverse to install head stop.
11) Adjust door height, lock, and latch.

Adjusting standard hinges

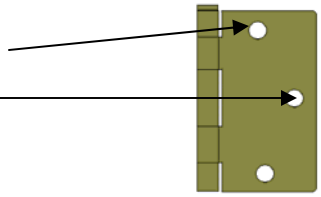
To tighten reveal:

1) Remove hinge pin of the hinge that needs adjustment. Further adjustment of adjacent hinges may be required!!!
2) Tape the jaws on a 6” or 8” crescent wrench.
3) Bend the barrels that are attached to the panel, towards the panel. A minimal amount!!! 1/16” is too much!!! Too much causes the hinges to bind.

4) Reinsert the hinge pin
5) Close panel and check the reveal.

To increase the reveal:

1) Remove the **two** screws closest to the barrel.
2) Loosen the remaining screw.

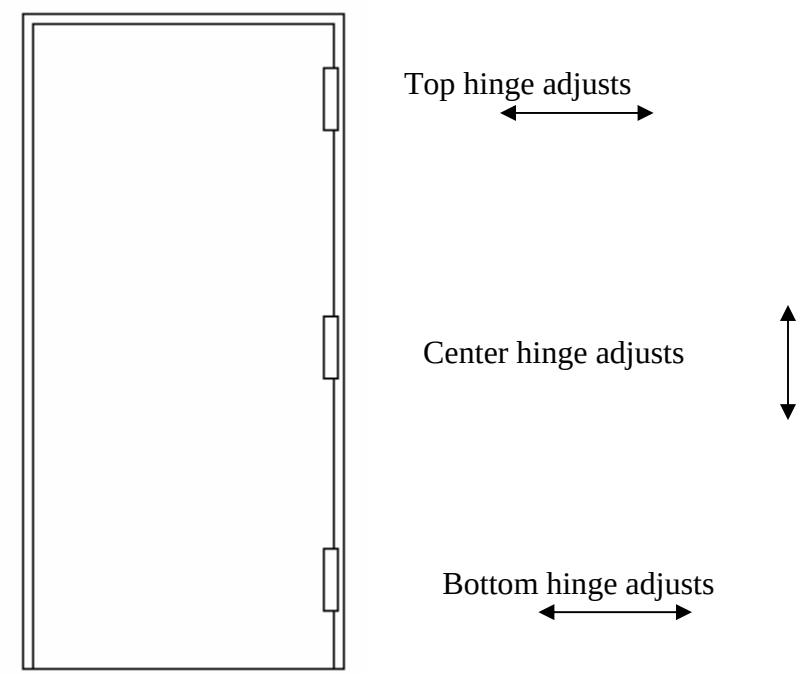


3) Place cardboard drywall shims between the hinge and the jamb (As shown)

4) Tighten and reinstall screws.
5) Close panel and check reveal.

Adjusting adjustable hinges

When adjusting – use a hand screwdriver. Adjust the vertical margins by adjusting the center hinge. Adjust the horizontal margins by adjusting the top and bottom hinges.



Replace pro French astragal

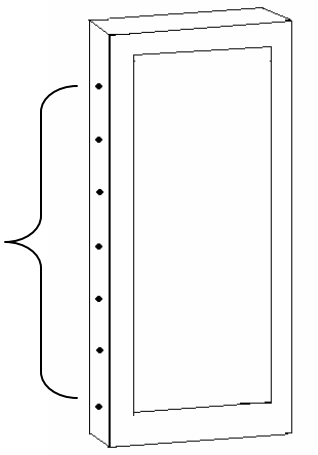
1) Remove secondary panel from unit.
2) Remove plastic astragal cap from astragal.

3) Slide aluminum astragal cap off of astragal, may require some force
4) Remove screws that hold astragal on the panel.
5) Repeat steps 1 thru 4 in reverse order using new parts.

Replace Design Series French Astragal

1) Open primary panel
2) Remove black head screws that hold the wood astragal on.

Open primary panel and remove these screws on the secondary panel.



3) The wood and aluminum astragals can then be removed.
4) Install new astragal with original screws.

Replace center swing astragal

1) Open door
2) Insert flat screw driver between astragal and astragal cap as shown

3) Pry astragal cap off
4) Remove screws that hold the astragal on

5) Remove astragal
6) Repeat steps 1 thru 5 in reverse order to install.

Replace Swing Door Sweep

1) Remove panel by following panel replacement instructions.
2) Pull sweep off of the panel
3) Remove existing staples from the panel
4) Apply 2 beads of silicone to the bottom of the panel
5) Trim and/or notch sweep to fit door and not interfere with any hardware that is installed.
6) Apply new sweep, make sure you install in same position as the original.
7) Staple or screw new sweep onto panel
7) Install panel

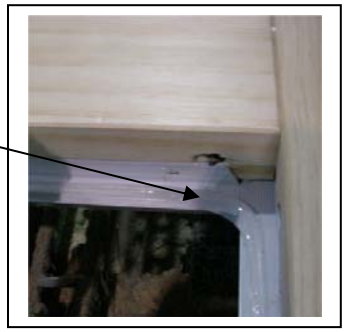
Caution : Do not use screws that will damage the sill/threshold.

Replace glass

CAUTION: Be careful not to damage the wood portion of the door panel.

1) Remove Glazing bead carefully, MAY NEED TO BE REUSED.
2) Inspect opening to assure that no staples are showing. If so, remove them.
3) From exterior side, cut sealant with a razor knife or narrow and flexible putty knife.
4) From the side of the door, begin working the glass loose from the top of the panel. Support the inside of the glass with your opposite hand.
5) Remove existing silicone from metal glass shelf.
6) Apply ¼"bead of silicone to the metal glass shelf.

¼" Bead of Silicone



7) Reinsert black spacers, at the bottom of the glass opening, in same location where they were installed in the factory

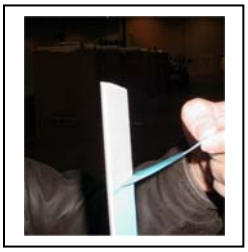
8) Set glass in opening and seat against metal glass shelf.
9) Look thru glass to assure that silicone has sealed the glass fully against the glass shelf.
10) Reinsert side and top black spacers in the same location where they were installed in the factory.
11) Reinstall glazing bead, top, bottom, then the sides. Glazing bead may need to be trimmed or sanded to fit.
12) Secure glazing bead with brads or staples. Caution: If the glass is hit with the
13) brads or staples, it WILL SHATTER!!!!

Replace ACL Bars

1) Insert putty knife thru the double-sided tape that hold the bar onto the glass.

2) Gently pry bar off of the glass

3) Clean glass with razor blade and alcohol. GLASS MUST BE CLEAN AND DRY or new bars will not stick.
4) Assemble bars.
5) Dry fit bar to glass, trim if necessary.
6) Remove blue tape backing from the first 3” of the ACL bar.



7) Place the ACL bar on the glass.
8) From the top of the ACL bar, begin peeling back the blue backing tape, removing it from the bar.

9) Manually press HARD, the ACL bar onto the glass.

Replace a sill cover

1) Determine if astragal needs to be removed as it may be resting on top of the sill cover.
2) Insert narrow flat bar or wide tip flat screw driver between sill cover and sill. Pry sill cover up to remove. If the sill cover releases, proceed to step 5.
3) Insert Phillips screw driver into weep

4) Tap screw driver to release the sill cover

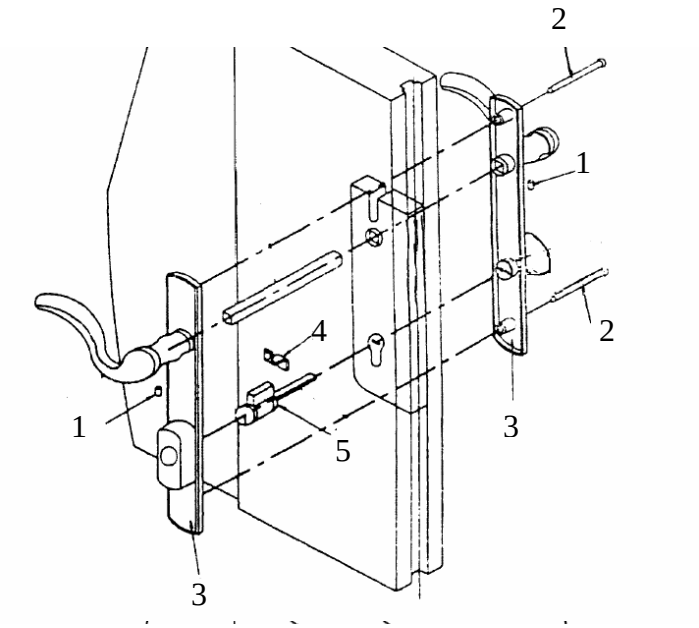
5) Set sill cover into position on sill.
6) Apply ample pressure to snap sill cover into place.

Replace bottom rail weatherstripping on an active slider

1) Remove operable panel
2) Rest panel on its side stile
3) Remove existing screws
4) Remove weather stripping
5) Clean any tape residue off of the panel
6) Remove protective tape from adhesive tape on new weathestripping
7) Apply new weather strip to panel
8) Insert existing screws thru channel into the panel
9) Reinstall panel.

Replacing a keyed cylinder on a swing door

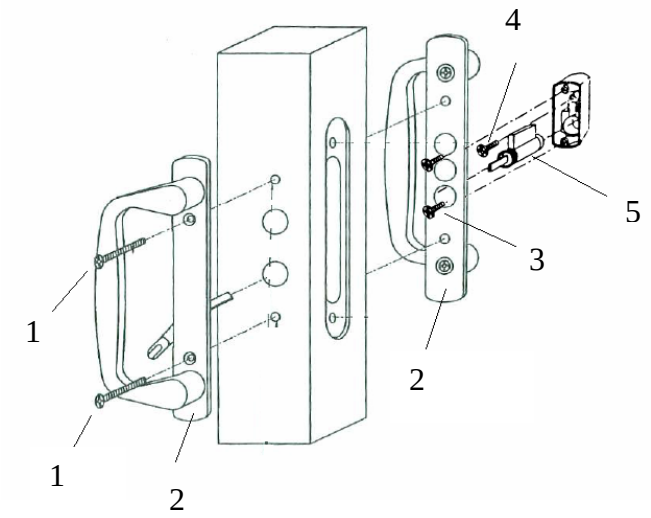
1) Remove allen set screw on the exterior lever.
2) Remove interior escutcheon plate screws
3) Remove exterior escutcheon plate
4) From back side of the handleset. Remove bracket that holds the keyed cylinder in place.
5) Remove keyed cylinder.
6) Repeat steps 1 thru 5 in reverse to reassemble.



Replacing a keyed cylinder on a sliding door

1) Remove interior escutcheon plate screws. Hold escutcheon plate in place while removing screws.
2) Remove exterior escutcheon plate
3) From back side of the handleset. Remove bracket that holds the keyed cylinder in place.
4) Remove keyed cylinder.

Repeat steps 1 thru 5 in reverse to reassemble.



Replace swing handleset

1) Remove allen set screw on the exterior lever.
2) Remove interior escutcheon plate screws
3) Remove handleset
4) Repeat steps 1 thru 3 in reverse to reassemble

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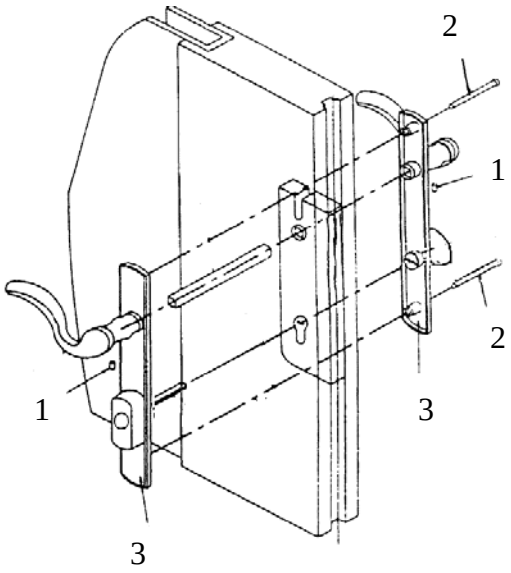
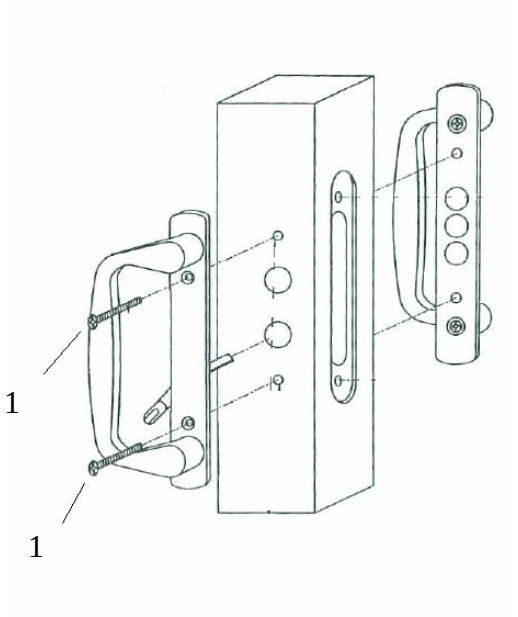


Replace Sliding handleset

1) Support handleset on the exterior of the unit
2) From the inside, remove screws that hold the faceplace on.
3) Remove handleset
4) Repeat steps 1 thru 3 in reverse to reinstall



Replace interlock weatherstripping

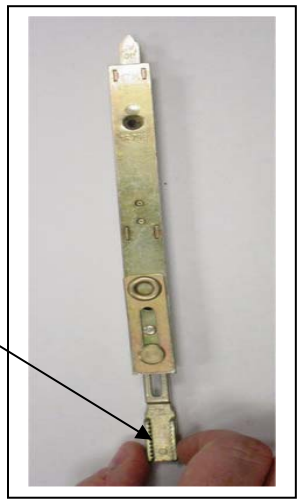
Caution: Do not damage bottom weatherstripping!!!

1) Remove operable sliding panel
2) Lay panel on lock side
3) Remove screws that hold the interlock in place
4) Remove existing interlock
5) Repeat steps 1 thru 4 in reverse.

Replace multipoint lock (Primary panel)

1) Open panel
2) Remove handleset (See replacing swing handleset instructions)
3) Remove Phillip Head screws ONLY in the edge of the panel.
4) Remove lockest
5) Place new lockset into edge of door.
6) Place exterior trim assembly into lockset. THIS LOCATES THE LOCK IN THE DOOR.
7) Replace Phillips head screws in the edge of the door. **Leave the top two screws out**…
8) Lift handle to lock.
9) Extend the lock extension

Pull here to extend latch bolt

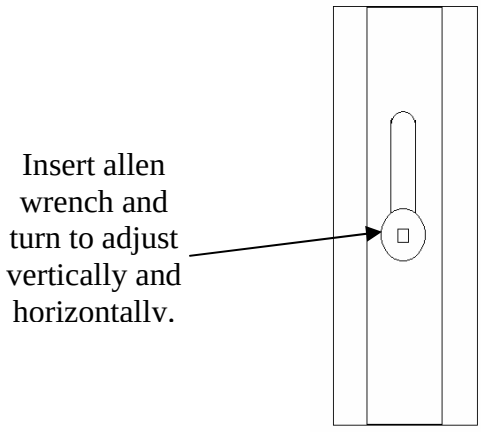


10) Install the extension onto the top of the lock assembly

11) Install remaining screws
12) Reinstall Handleset (See replacing swing handleset instructions)
13) Operate lock assembly to assure it works.

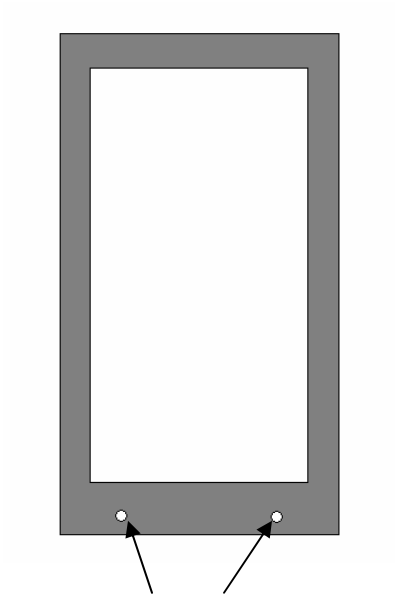
Adjust multi point lock (Sidelite)

1) Open panel
2) Insert allen wrench into roller pin.
3) Rotate wrench to adjust.



Adjusting roller:

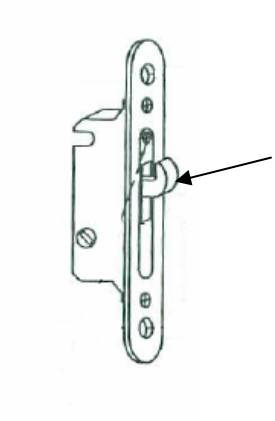
1) Remove white caps on bottom of panel
2) Insert screw driver into roller
3) Turn screw driver to raise or lower rollers in panel, until panel and strike jamb are parallel
4) Replace caps



From the inside of the operating panel, remove the white caps and turn the adjustment screws.

Adjust sliding door latch

1) Open panel
2) Turn screw in edge of lock to move latch towards or away from the jamb



Turning the screw in the lockset moves the latch closer or farther away from the panel.